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# Clark County Regional Support Network Policy Statement

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**Policy No.:** CM22  
**Policy Title:** Adult Congregate Care Placement  
**Effective Date:** September 1, 2001

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**Policy:** Clark County Regional Support Network (CCRSN) shall utilize placement and monitoring procedures for contracted beds in area Congregate Care Facilities (CCF) for adult Medicaid consumers in need of CCF level of care to ensure compliance with applicable regulations, quality of care, and medical necessity.

**Reference:** WAC 388-865-0235(5), WAC 388-78A, Clark County Provider Contract Agreement, Adult Congregate Care Waiting List, CCRSN Policy and Procedures: QM05 Elements of Care Clinical Guidelines, CM31 Appeal of Denial – Adult Service Elements

**Procedure:**

1. CCRSN shall utilize a screening and wait list policy and procedure for admission to its' contracted Congregate Care Facilities. These beds are available to Medicaid enrolled consumers who are currently receiving treatment from a CCRSN adult provider and meet medical necessity for this level of care as specified in the CCRSN Elements of Care Guidelines.
2. CCF providers will notify CCRSN Care Managers when a bed becomes available.
3. Upon referral of a consumer for the CCF element of care, a CCRSN Care Manager shall review the CCF Wait List, if one exists, for an available bed. In consultation with the CCRSN Hospital Liaison and the provider maintaining the wait list, the CCRSN Care Manager shall triage the referral according to the following priorities to assure placement of Medicaid consumers with the greatest need:
  - a) **Priority A:** Consumers in residence at Western State Hospital who have been screened by the Hospital Liaison and determined to be ready to return to the community and who would not be able to sustain their community placement without access to the CCF element of care.
  - b) **Priority B:** Consumers currently in the community who constitute a high risk as evidenced by a history of frequent or lengthy hospitalizations, recurring suicidal ideation or attempts, and/or grave disability due to a persistently severe mental health disorder, and who may also have a history of homelessness or inability to live independently within the community.
  - c) **Priority C:** Consumers with a severe and persistent mental health disorder who do not constitute a high risk but who have a history of homelessness or who are unable to live independently within the community.

4. After a consumer has been identified for CCF placement either through consultation with the CCRSN Hospital Liaison or the PIHP provider responsible for CCF screenings and the CCF waiting list, the involved CCRSN Care Manager will contact either the Hospital Liaison or the consumer's assigned clinician to indicate that a CCF bed is available for the consumer.
5. The Case Manager or clinician shall then contact the consumer to determine if the consumer is willing to consider the available placement. If the consumer is interested, the assigned clinician will promptly arrange for all necessary medical records to be available to the CCF Manager for review.
6. If the consumer and CCF facility are amenable to the placement, the placement shall occur in an expeditious manner.
7. Should a CCF facility decline (for reasons other than lack of an available bed) to accept a consumer pre-authorized for payment by CCRSN, the CCF provider shall document their denial in a letter to the consumer and/or their legally responsible other.
  - a) A copy of the denial letter shall also be sent to the CCRSN and to the consumer's assigned/referring clinician. The letter shall detail the reasons for the denial and shall also include the PIHP policies and procedures for filing a complaint and/or grievance with the PIHP regarding denial of service. The letter shall also detail information on how to contact the Mental Health Ombudsman or the CCRSN Quality Manager for further assistance, if needed, with the CCRSN complaint and grievance process.
  - b) CCRSN shall review the denial in accordance with CCRSN Policy and Procedure CM31 Appeal of Denial – Adult Service Elements.
8. A consumer who leaves a CCF placement without permission and is gone longer than 72 hours shall be required to reapply for the CCF element of care through the provider responsible for CCF screenings.
9. CCRSN shall complete a concurrent review of each consumer in a contracted CCF bed at least annually to determine whether continued stay criteria are met for the CCF element of care or whether another element of care would better serve the consumer's needs (e.g., nursing home, DD group home, ARTF level of care, assisted living in a private residence, etc.).
10. CCRSN shall monitor CCF contract compliance by conducting a desk review and on-site review at least annually. Monitoring reviews shall include:
  - a) physical inspection of the facility including the posting of long-term care rights
  - b) file review to ensure documentation that consumers have been advised of and received a written copy of their long-term care rights
  - c) document review to ensure the facility is operating under a current license and adequate level of insurance
  - d) review of complaints and grievances

Approved By:   
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**Clark County Department of Community Services**

Date: 6/18/05